7 FAM 130
OVERDUE ARRIVAL

(CT:CON-407;   06-29-2012)
(Office of Origin: CA/OCS/L)

7 FAM 131 SUMMARY

(CT:CON-101;   02-10-2005)

a. Most U.S. citizens or nationals who have not traveled extensively do not realize that postal and telephone systems outside the United States do not always function well. When they do not hear from a close friend or relative who was due to arrive at a particular date and time, they may panic and seek help from the Department or a Foreign Service post. The person often calls home before the U.S. embassy or consulate can initiate a welfare and whereabouts search. CA/OCS/ACS asks inquiring family members to let us know when they hear from their relative so we may cancel the search. Sometimes, however, the person is not simply delayed or has not suddenly changed plans, but is really missing or in trouble. For this reason, consular officers must treat each request as a serious concern.

b. Sometimes information available to the consular officer is sketchy. The burden will fall on the consular officer to use imagination and contacts to locate the missing U.S. citizen or national.

c. The search will be easier if you obtain as much information as possible from the caller.

d. Consular officers may contact the Department to request additional information from passport or other records.

Note: consular officers can themselves check PIERS and make requests for records from PIERS.

e. The Department will initiate welfare and whereabouts searches in response to inquiries from any family member. We do not require that the inquiry come from the next-of-kin, but recommend that families appoint a single point of contact. Requests initiated by bill collectors, private investigative firms, and casual acquaintances are not accepted. You should advise neighbors or people who may contact you after reading about the case that you are in contact with the family and providing all

possible assistance, but that you cannot discuss the case due to Privacy Act considerations.

7 FAM 132 THROUGH 139 UNASSIGNED